Centre for Inclusive Employment

Centre for Inclusive Employment & Disability Employment Australia
Lunch & Learn Session | Wednesday, 23 September 2026

Navigating Relationships Across the Employment Journey

Speaker:
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Host: Renae Hartmann, NDIS Policy Manager, Disability Employment Australia

RENAE: Good morning or good day or wherever you are joining us from. Hopefully we've got everyone through now. Thank you for joining our Lunch & Learn today. My name is Renae. I'm the NDIS policy manager for Disability Employment Australia. I'll be your host.

I'd just like to start by acknowledging the Traditional Custodians of the land on which we're all meeting on today. I happen to be coming from south-west of Western Australia.

And I'd like to pay my respects to Elders past and present, and acknowledge their ongoing custodianship and ongoing commitment to learning and to teaching and to caring for the land in which we'll get to meet on today.

So these Lunch & Learn sessions are delivered by the Centre For Inclusive Employment in partnership with us at DEA. The centre support providers with practical resources tools and training to help deliver high quality employment services for people with disability and employers.

DEA is the national peak body representing disability employment providers. The centre is delivered by a national consortium led by the Centre For Social Impact at Swinburne University of Technology bringing together research, lived experience and sector expertise.

Just to let you know that today's a little bit of housekeeping, we'll have live captions provided. We've got Zina today here from Expressions Australia. Simon and Sash in the background providing more instructions in the chat and how you can access those captions.

We will be sending out resources in the next couple of days as well to all that registered for this session. The session will be recorded and it can be viewed online when we share those resources.

So there is the chat function as well as the Q&A function that you can use as well. So this interactive Lunch & Learn session introduces the right relationships, resources, developed through extensive consultation with people with disability, families and employment providers.

It explores how providers can strengthen relationships with families while keeping the person with disability at the centre of decision making throughout the employment journey. Practical tools and frameworks will be introduced that help build trust, improve communication, navigate differing perspectives and create shared understanding from first contact through to ongoing employment support.

Rather than focusing on compliance or processes this workshop explores the relational practises between providers and families that underpins sustainable meaningful employment out comes for people with disability. During this session participants will explore the importance of relationships with families

and why it matters in achieving successful employment outcomes. They'll gain, you will gain strength, gain insight, share into the experiences, expectations and perspectives of both families and providers. Learn practical strategies for building trust, transparency and shared understanding. Be introduced to the employment journey roadmap and how it can be used as a communication and planning tool. Consider common points of tension across the employment journey and practical ways to navigate them. Discover resources that can be embedded into every day practice to strengthen collaboration and to improve out comes with people with disability.

Quick bit about our presenters today. Laura and Katie, are capacity development coordinators within Family Advocacy and independent disability advocacy organisation founded over 35 years ago with families who wanted the same opportunities that most Australians enjoy, having accessed to equitable employment forms a strong focus of the work.

Family Advocacy is also on the advisory committee for the Centre For Inclusive Employment. Representing the interest of families and the employment reform. Both Katie and Laura have been with the organisation working closely with families for over six years, while also bringing many years of previous broader professional experience supporting people with disability.

As I mentioned the chat function and the Q&A function are active and they'll be monitored throughout. So without further ado I'd like to hand it over to Laura and Katie. Thank you.

LAURA: Thanks Renae. Based on wonderful introduction to that, thank you. We're taking about navigating relationships across the employment journey today. And we too would like to acknowledge Traditional Owners on the land we are meeting on today. I'm joining you from the land of the Camaragal

people here north of Sydney. We pay my respects to Elders past and present and acknowledge any First Nations people present today.

On the screen we see a wonderful artwork called Welcoming Everyone Everywhere. This is an artwork created by a man named Adam Bishop who is a Wiradjuri man who resides in Western Sydney. It's an interpretation of the vision of inclusion as reflective through Family Advocacy and we're really proud of this. It hangs up in the our office proudly as well.

Just to add on a bit around Renae's introduction to Family Advocacy, just a bit extra we're part of a National Alliance of Capacity Building Organisations or NACBO for short which forms a network of not-for-profit valued base building organisations across the country.

So Family Advocacy does sit on that advisory committee for the Centre For Inclusive Employment, and that's representing NACBO to ultimately uphold the interests of people with significant impact of disability. And their families through the employment reform.

And the other thing is that NACBO brings a really unique and critical lens to that national conversation on inclusive employment and draws from over eight decades collectively supporting families of people with disability. And having a really long-standing level of relationship with individuals, families and communities to ultimately shift mindsets and change attitudes and to have better inclusive personal practises.

So this session does introduce the right relationships project and the eight resources that have been developed to support stronger relationships between employment service providers, people with disability and families.

So at the heart of the project is that really simple idea, that better relationships contribute to better and more sustainable employment outcomes for people with disability.

Like Renae mentioned, this project has been informed by a really comprehensive consultation with all three of those parties, people with disability, families and providers. And that's through focus groups, surveys, insights from NACBO and quite a substantial feedback group as well which allows us to understand and get a really good insight of the employment journey from all different perspectives.

Today's presentation is primarily focused on the provider side of things on what we've learnt and what we can share with you. The ideas that we share will be relevant across a range of employment models. Whether that is customised employment, inclusive employment Australia models, whether you're a DEA member or ADEs or wherever you're coming from, we recognise that providers do work in different ways. So the intention isn't to prescribe one particular way but rather to share some of the practical frameworks and tools and learnings that we've had about building strong relationships.

The other thing to mention is when we say the term 'Family" we mean that broadly, whether that's parents, or siblings, supporters or ultimately referring to anyone that the person identifies as important in their life and are important within the employment journey.

We recognise that employment journeys are not often linear and not quite straight forward sometimes. The goals or support requirements and relationships that come along the way can change. So we really are looking at this journey in full. So from initial contact and the planning through to employment, development and the ongoing support that would then follow as

well.

Now, it is a short session. We want to kind of get as much information out to you as we can, but we do want to try to make this interactive. Please utilise the chat for any questions, Q&A as well, and we'll try and Anne those along the way if not at the end.

So the term Right Relationships can mean a lot and not a lot at the same time. What does that actually mean? The right relationships aren't necessarily about everybody needing to agree all the time, but it is about supporting people with disability, families and providers to working together in ways that are respectful, transparent and ultimately are centred on the person with disability.

But we want to start with the chat. So if you can get your hands ready at the keyboard we want to ask you your thoughts. What do you think of when you hear the phrase, "Working with families", what is your immediate thought or reactions? I'll give a minute for those to come through. Katie can you see some of those there.

KATIE: Sure can. We have some responses, emotional is the first word. Some came through, inclusive, collaborative, acknowledging the full ecosystem of supports including barriers, connections, families are experts of their needs. Beautiful and challenging, simultaneously, that's probably sums up certainly some of those feelings. Patience, support, co-designed pathways, building relationships over time. I think this is probably quite poignant as well, vexed when views and wishes within the family are different. We know that happens within the family group as well.

Person centred practice, yeah, quite a big response there. Additional support and collaboration. The word collaborative comes through a lot as well, Laura,

which is great.

LAURA: Definitely. I think that sort of points to the thing that we were seeing some challenges that might have come up, but we also recognise that you are sort of seeing the strengths and the connection that families can bring. That's really why this topic matters. We know that working with families can be incredibly valuable, but it can also be complex. So having different expectations, past experiences at competing pressures and the constraints through the system can all influence the relationship as well.

So ultimately between all of them, families bring that important knowledge of the person, providers bring service and employment expertise and importantly the person with disability brings their own goals, preferences and experiences as well. So the right relationship concept is factoring all of those together.

One thing that is important to acknowledge that many people with disability may not have had the same access to work and life experiences as their peers, and these experiences really play a critical role in helping people to discover what they enjoy, what they're good at, what's important to us as well. So without opportunities to explore and try different things, preferences and interests may not fully be formed or easily expressed without the support of their families.

So for many people with disability the input from their families is a really critical aspect of successful employment support. Not to say that all people will require that, but it could be essential in supporting somebody particularly with complex considerations.

Now, like mentioned about this consultation, consistently across all parties it was identified that relationships were central to a successful employment

outcome while also highlighting some of those challenges that we pointed out there as well.

The quality of the relationships between all the parties involved are really influencing the opportunities that are explored, how decisions are then made, what challenges they might be navigated and can have a real impact on the employment outcomes of people.

So while we can't control every part of the system we can influence how people experience it. And that strong relationships do make a key difference.

One of my favourite parts of this project was hearing directly from people with disability, family and providers to get a real grasp of the different perspectives. There's actually a surprising amount of agreement about both the challenges and what needs to change to make things better.

So we heard across all groups that the employment pathways could potentially feel a bit fragmented or inconsistent and success was often described as lucky, depending on the right person or family or depending on the right provider, rather than having a system that consistently worked well for everybody.

So some of the gaps that we sort of identified was that families had often found that they needed to stay heavily involved, asking questions, advocating strongly, because they wanted to make sure their family member wasn't overlooked within the system or lost, and so many families describe the employment pathways as complex and hard to navigate because things weren't maybe always clearly explained.

At the same time providers often spoke about managing a whole number of factors like funding requirements, KPIs, caseloads and of course the time

pressures that come with that. And so some describe the situation where a family's advocacy efforts might actually felt challenging or difficult to balance alongside some of the reality of service delivery.

What's interesting is that both groups were often looked at the same situation but just from different angles. Families felt their advocacy was necessary and protective, providers might have experienced that as resistance or misalignment. But most importantly people with disability told us they wanted to be included in the decisions and to have higher expectations about what was possible.

They also recognised that there could be times where their own vision can be different from theirs and their family as well, that they wanted to remain that central voice.

Across all the groups, again, the same issues were appearing. That trust must have been fragile, communication had some inconsistencies, roles might not have been clear and expectations weren't always discussed openly. The good thing that there was really strong agreement about what people wanted which is clearer information, more transparency, families wanted to be treated as valued partners in the journey and providers wanted practical tools and framework to help do that while navigating some of the system constraints which is what we'll be introducing to you in some of these resources. I'll hand over to you, Katie, and get you to talk a little about clarity of roles.

KATIE: Thank you Laura. Actually, I think this slide leads really well into one of the last comments that was made on the chat from Genevieve that said one of the difficulties is around knowing kind of worker boundaries in family work. So hopefully this maybe provides some of that clarity.

One of the key themes that came up from all the groups that Laura mentioned was the need to better understand the roles that all parties play throughout this process. We know difficulties can arise when individuals involved in this process aren't clear about how they can support and contribute to a more successful employment outcome.

So to help avoid difficulties we can distinguish between what is considered the business of the person with disability and their family and what is service provider business while also acknowledging there will be times of course, when working together is essential.

Amongst several things, family business is the family's to own. This includes holding knowledge and understanding of the person's life story and how their story impacts and what a good match will look like. It includes knowledge of the person's interests, skills, and contributions and it also includes maintaining your personal family culture, advocating on the person's behalf, support to maintain valued roles, fostering those connections to the community and networks, guiding services to support the person's individual requirements, supporting the selection or helping to approve who comes into the person's life to provide paid support. And of course knowledge around what has and perhaps hasn't worked in the past.

Now, employment providers or service business would include that ensuring all staff are well trained, supported and safe, directly engaging with potential employers, knowledge of employment systems and funding. Support for employers to understand how to best support the employee and providing the technical how to of delivering services.

So working together, people with disability and their families, along with this employment service, would build a shared understanding of how to move

forward in support of the person. There of course would be times of shared decision making, discussions around identifying for potential opportunities and discussing and exploring leads. There would be shared conversations around how supports are best to be provided, solving problems that arise and also navigating funding and systems where appropriate.

Clear roles and responsibilities create a foundation for success, increasing the likelihood of achieving goals while hopefully reducing the risk of misunderstandings and challenges that might arise.

So while role clarity gives us the foundation, relationships don't happen on paper. They happen in real conversations, real decisions and sometimes in situations where people can also see things differently.

One of our case studies that was compiled through this project highlights some of the way that Harvey and his family and the employment service work together to achieved a successful well matched job, a proud paid employee at the local swim and fitness centre.

So to share just a few snippets of the story we learnt that behind Harvey's success is respectful partnership between Harvey and his family and the employment agency. The employment service felt working alongside the family was an integral part of the picture when finding the right job for Harvey because of the information that they provided around Harvey's skills and strengths, which enabled them to propose a customised role with the workplace.

Some of the other strategies that we saw about working together included at the commencement of Harvey's employment, the job mentor and the family developed a consistent approaches document.

This communication tool reframed workplace interactions. For example, understanding that Harvey saying "No" to a new task signals uncertainty rather than refusal. This enables co-workers to modify requests, utilise visual modelling so showing rather than telling, and provide explicit details.

Also being clear about roles. Harvey's family felt it was important they didn't actually get directly involved in his role at the workplace as this isn't a typical requirement for a man in his 20s. Their expectation was that the employment service would do this and keep them in the loop with regular updates and e-mails.

This meant they had objective insights about Harvey's progress and any support he required to keep his job. And this led to a good relationship between all parties. A personalised service is built on staff consistency is also essential to Harvey and his family. They thrive with the team that demonstrates commitment through action rather than talk. This has allowed them to establish a strong partnership of trust and shared confidence.

Harvey's family still assists Harvey by ensuring that he is presentable and ready for work on time, and choosing how he will commute depending on the weather. Regardless of where someone may be in their employment journey there's always some strategies that we can implement to work together.

Now, in a moment we will dive into the kind of four stages along the employment journey. We did want to showcase that through this project we have created a roadmap of this employment journey that shares the various questions that can be explored together between the person with disability, their family and the employment service sector - provider, sorry. We learnt from our groups that it's often helpful to have this information in a snapshot, a

kind of quick read view. And you can see there on the screen there's also a QR Code that will link you to that resource.

I'll now hand it back to Laura for the steps of this journey.

LAURA: Diving in the a little bit further to the steps now. So you could briefly see in the roadmap there are sort of four key stages we've identified. The start of it being the beginning of the relationship. The earliest interactions set the tone for the entire relationship. So before a person even starts receiving support people with disabilities might often arrive with a mix of hope and urgency and uncertainty, caution or sometimes even a bit of a wait of previous negative expectations. Those conversations play a significant role where the trust starts to grow and the concern starts to deepen. It ultimately begins the foundation for that working relationship.

If you think about this stage in two parts. So first is before support, which is things like exploring websites, making general initial inquiries, seeking referrals and trying to work out whether a provider is the right fit. Often people with disability and families might be asking themselves can I trust this service or will they understand my situation or will they genuinely get to know me or my family member.

The second part is where the support is actually starting, where there's conversations might move into intake and planning or funding discussions, consent, working out the family involvement as well and agreeing on those next steps.

This is really where the shared understanding begins to form around the expectations, the goals, the roles, responsibility and decision making processes as well where things could either become more clarified or a source of future

frustrations. So getting these things right early is important.

Those consultations have a number of challenges that can arise. Family talk about the navigation of what feels like that complex funding maze or concerns about losing income supports, or having to repeatedly tell their story due to funding - due to staff turnover or if the concern around service is focusing on paperwork before getting to know the person. These can really impact on the trust and confidence.

Good news is there were practical things that were identified both from providers and families about what could be done. So some of those things were about starting conversations about strengths and interests and aspirations long before the job search happens. Taking the time to explain administrative requirements of the service. So that includes how things might be documented, any funding and billing being in plain English as well, so it's clear.

Something that was suggested as well was around providing a team leader or a contact person as a stable relationship anchor even when the supporters might be changing. Being able to validate concerns about safety and social environments, so that we can build really visible safety nets and risk management strategies that support the job seeker's confidence.

If the service did have a waitlist as well, sharing some what's called discovery documents to begin those conversations about strengths and interests early was suggested. And addressing any questions about employment - how employment earnings interact with the pension and demonstrating that employment really is a pathway to financial independence as well. So those things really are helpful at the beginning of the process because when we build that trust and transparency early everything else that follows becomes a little

bit easier. And if it's missing those small concerns can quickly grow into larger challenges.

As we move along we want to start building a fuller picture of the person. So this is about how do we build really meaningful understanding of the person before we start making employment decisions. It's about slowing down a little bit enough to get beyond first impressions and beyond diagnosis and labels. Now, different providers will do this in different ways. It might be through a discovery and customised employment strategy through conversations, through observation, and through organising additional work experience or even a combination of all of those.

So the approach itself is less important than, of course, diving in and getting a bit of a bigger picture around who the person is, what their interested in, how they can contribute, what support might be required and the conditions that people really need to achieve good success.

Now, one of the themes that emerged through the focus group was that employment outcomes are often stronger when people take the time to get to know the individual and so families often spoke about wanting providers to get to know the person better. It may lead to more frustration so wanting to make sure that people with disability and their families are heard to make sure that the employment journey will become about what the person wants and their perspectives and their goals and experiences.

So what can providers do? The first thing, as we talked about, explain why this stage matters. Why it's really important to get to know the person. Families are often more comfortable with the process when they can see milestones as well and understand how information would be being used. Of course, involving the person and their family is a strength to building that big

picture and exploring those strengths and interests and the contribution that the person has to offer and getting insights from people that they trust and love as well.

So maintaining clear and open communication processes during this as well helps build that trust and helping families to see how gathering information actually supports those meaningful goals as well.

So one of the things that we created through this pro sect something called a conversation starter. This is a bit of a get to know you guide for people with disability and families to start sharing and noting down to be able to provide to their employment services. So this is something that you might be able to share with the families as you're working with them as well. To get a fuller picture to understand what matters to them and what good employment might look like as well.

This journey is going quite quickly. We're up to the third step now. We can see that it continues. With the exploration of employment opportunities. We're making decisions about what a good match might be as well. And often where the relationships are really tested, isn't because decisions about employment are rarely just practical they're influenced by people's hopes and fears and experiences and expectations as well. We will know that all parties might have different views about what feels safe or achievable or meaningful, so one of the risks might be that we're moving too quickly to the first available job rather than taking the time to consider whether it's a genuinely good match.

Sometimes family and community connections often are overlooked or concern might be missed as resistance like we talked about. But importantly, the risk of the focus becoming - getting a job rather the right job.

We also heard through consultation that sometimes the families themselves could hold lower expectations because of previous disappointment or fear of failure. Providers might see possibilities that families haven't yet imagined. So post perspectives are really valuable even if families do raise those concerns and they do deserve to be explored together, rather than being dismissed.

So shared decision making becomes really key. We know that good provider practice means that we're taking the time to ensure the decisions are informed through that thorough understanding of the person and they create a space for those different perspectives for assumptions to be tested and to keep coming back to that person's strength, interest and goals.

Utilising families and friends, community groups and the other networks that people might have to offer can Australian provide valuable, warm leads that might actually never be found through standard recruitment places. So it's important not to shift the responsibility on to the family, but absolutely take into account the resource they might have to offer in terms of their networks.

If there are concerns that people have treating that as valuable information rather than resistance. Mapping out tasks, transport, daily routines before matching to ensure the sustainability of the person for the person and their family.

And then creating that space, factoring that in in the timeline around different perspectives and testing out how things are working for the person.

And as we come to the stage of finding that job it's really important milestone. But we also know it's not the end of the employment journey as I'm sure we

all know well. Sustainable employment is about much more than keeping the job, but it's about maintaining a good match, keeping confidence high, and developing workplace relationships that will ultimately provide a sense of belonging that will grow over time.

The reality is that work places change, people's circumstances change so does their support requirements. So what works in the first few weeks may not be what is needed in six months or even two years later. So one of the challenges we heard was that once the employment is secured, often the communication can kind of just start to drop away and families can feel and become a bit unclear what support is continuing or changing or ending.

Sometimes support is reduced before confidence or workplace stability is fully established as well. So needing to maintain and understand where things are right is important.

So I want to recognise employment support is ongoing. We want to create regular opportunities to check-in, review progress, and identity any of the emerging challenges or changes before they become issues. I want to continue communicating both with the person and where appropriate their family to understand what is happening to the person.

We want to involve people within the decisions about any change of support or reduction in support rather than just making those decisions in isolation. Because ultimately the goal shouldn't be for the provider to remain in the person's primary workplace forever, but ultimately to be able to fade gradually without impacting the person's confidence and ability and to do the role.

But instead, providers to help build really natural supports within the workplace, strengthen the relationship with colleagues and supervisors and

foster that work place belonging because success ultimately isn't measured by how dependant someone remains on a service, of how connected and confident they supported they are within the workplace and the community as well.

Ultimately, you want to be able to grow with the person and with their career development and whether that is increased hours or new goals, being able to evolve over time is something that is absolutely important. So continuing these conversations helps to keep employment remain meaningful and aligned with what the person wants for their future.

Katie. Over to you to powers us home.

KATIE: Mindful of all your time out there. Wonderful. So we have one more case study here. So throughout the employment journey strong outcomes still come from a single conversation or a form or one placement. They're built through ongoing relationships clear communication and shared understanding of keeping the person's goals at the centre of every step. So we'd like to share another story here of a young woman named Rachel. Very briefly Rachel's teachers and advisors careers advisors had little expectation that she could work post school and encouraged her towards a day programs. However, her family always believed she could achieve more. A teacher who celebrated Rachel's potential and inspired her mother, helped her pursue employment opportunities when she finished school. Rachel and her family partnered with a local employment service that had a personalised discovery process to learn about her strengths, interests and support requirements.

Through this process they identified a strong job match at a local company called Knox Leisureworks where Rachel's interest in sport and helping people and routine and being aligned with the work place needs. Employment service

worked closely with Rachel, her family and the employer to design a role that suited both Rachel and the business. They supported her to prepare for an interview, gain a first aid certificate and also to build the skills needed to succeed at work.

Initially, Rachel and her family were anxious about whether she would fit into this role. If she would be accepted by colleagues, and know how to manage workplace challenges. With support from her job coach and ongoing involvement from her family, Rachel has developed confidence, communication skills, and strategies for building relationships with co-workers.

Today Rachel is a valued member of her workplace, confidently interacting with her colleagues, customers of the leisure centre and managers. And employment has strengthened her independence, helping her to travel by bus, manage her finances and pay bills. Key factor in her success was the active involvement of her family. The knowledge of her strength, ongoing encouragement and practical support help create a successful transition into employment and gave Rachel the confidence to grow.

Since gaining employment, Rachel has matured significantly. She's become more motivated, developed stronger workplace skills and gained confidence in speaking with others. And she's also started sharing her employment journey through public speaking. One of her proudest achievements was presenting her story at international women's day event with both her manager and colleagues attending to support her.

So Rachel's story really demonstrates how expectations personalised employment support, inclusive employer and strong family involvement can transform not only a person's employment opportunities but also their confidence, their independence and their overall quality of life.

So from first contact and building a picture of the person and finding and sustaining employment, there are countless decisions, conversations and moments where people may see things differently. Differences of opinion aren't a sign that something is wrong. They're a natural part of bringing together the perspectives of all the different people that are involved.

Sometimes the person, their family and a provider will have different views about employment goals. We heard that expressed in the chat earlier. The risks or the best way forward. These differences are often shaped by individual experiences, responsibilities and perspectives.

It's important to remember that tensions are rarely personal. Families have told us that mistrust often stands perhaps from previous experiences, such as limited involvement in the decision making, not as robust communication as they would have liked, perhaps a bit of confusion around that funding or staff changes or differences in expectations about how quickly progress should be happening.

Working through differences respectfully takes time, trust and ongoing communication and without that progress can stall and valuable employment opportunities might be missed.

It's also worth remembering that trust isn't built through perfection, in fact, trust is often strengthened when providers perhaps acknowledge mistakes that have taken place, have honest conversations with families and the person and work collaboratively with people and families to find a way moving forward.

So to work through differences constructively you can take time to understand what is shaping the views of both the person and their family, while also

balancing the person's voice, family perspectives and provider responsibilities. Also, don't wait for a complaint during a crisis or something to happen. Address differences early, as soon as signs of tension or those differences start to emerge. Work through concerns together. Providing information and supporting informed decision making rather than trying to persuade or convince.

When conversations become difficult intentionally return to that shared vision and the goals of the person with disability and where appropriate you might also link or connect the person and their family with some additional supports, including family capacity building organisations, pure networks or other related resources. Ultimately differences aren't necessarily a problem. But when they're approached with openness and honesty they can create an opportunity for better understanding.

So as we come to the end of the session, we'd like to reflect that the right relationships are a mean to achieving something much bigger. Meaningful, sustainable employment with people with disability. When providers families and people with disability build relationships based on trust, transparency, shared understanding and clear communication everyone benefits.

By utilising the strategies and practises that we've shared today, we can see that strengthened relationships have benefits for everyone. For the individual it means a greater likelihood of finding employment and genuinely matching their strengths and interests. Increased confidence, independence and stronger workplace belonging. For families it hopefully means a greater confidence in gradually taking a step back and moving towards less worry and less uncertainty and for providers it means stronger relationships, higher quality services and a reputation built on trust and partnership.

LAURA: Thanks Katie. I wanted to share as well, that all of today's tools and ideas are being translated into these resources. So you will find access to the employment journey roadmap, the conversation starter, a provider guide called working role with families and the reflection check his that goes along with that as well as four case studies, two of which we have mentioned today as well.

These are all available on the Centre For Inclusive Employment hub, the resource hub. It's helpful to share these amongst your organisations. So whether that's in Team meetings, do trainings, sharing it with the families, and of course using them to reflect and improve your own services as well as will be really helpful. We thank everyone for letting us be here today. If you have one idea or step that you plan to take as a result of today's session we'd love for you to share that in the chat and thank you all for your work that you do.

RENAE: Thanks, Laura and Katie. Sorry we have gone a couple of minutes over time. But a really jam-packed session full of really great information. It does reiterate that journey and an ecosystem that is employment support journey. We put a really short poll. Takes 30 seconds, in the chat. We really appreciate that information. It does help us form our LNLs in future. To remind you that to log your CPD points and that our next session will be helped on the 7th of October and we'll be focusing on setting people up for their next job. A reminder that you can reach out to Family Advocacy and we will be sending you the resources. Have a fantastic day. We'll see you in a fortnight.

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